

Example 3. Haddon Matrix Applied to the Problem of Workplace Violence

Phases	Factors			
	Host (Victim)	Agent/Vehicle/Vector (Weapons & Assailant)	Physical Environment (Structures & Facilities)	Social Environment (Norms, policies & procedures)
Pre-Event (Pre-Assault)	<p>Train workers to identify potentially violent clients or customers</p> <p>Train managers in conflict resolution and proper dismissal strategies</p>	<p>Make weapons less easily concealed (weapon)</p> <p>Provide careful oversight of potentially volatile employees (assailant)</p> <p>Educate patients/clients in anger management (assailant)</p>	<p>Modify structures to decrease ease of access by unauthorized persons (e.g. fired workers or violent partners)</p> <p>Install metal detectors</p> <p>Install bullet proof shields between workers and customers</p>	<p>Reduce access to weapons</p> <p>Prohibit solo workers in high risk establishments</p>
Event (Assault)	<p>Train workers methods of signaling for help during robberies and assaults</p> <p>Train employees to use self-protection measures when confronted with violent client</p>	<p>Reduce lethality of weapons (e.g. fewer firing rounds, less lethal bullets)</p>	<p>Install and maintain easy to operate alarm systems</p> <p>Reduce isolation of work spaces</p> <p>Ensure workers have escape route</p>	<p>Ensure adequate security backup for threatened workers</p> <p>Develop plan for responding to threats</p>
Post-Event (Post-Assault)	<p>Train workers in first aid</p> <p>Provide workers with crisis intervention counseling after assault events</p>	<p>Reassign workers after coworker violence</p> <p>Improve ability to trace firearms and apprehend suspects</p>	<p>Ensure access to the worksite by emergency vehicles</p> <p>Install cameras to facilitate identification and apprehension of assailants</p>	<p>Provide adequate insurance plan to workers for acute and long term medical care and counseling services</p>

Source: Dr. Carol Rynyan, University of North Carolina Injury Prevention Research Center